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BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, DC 20268

2011 NOV -9 P 12: 26

POSTAL REGULATORY
COMMISSION
OFFICE OF THE SECRETARY

In the Matter of:

Conception Jct, MO 64434
Post Office State ZIP Code

Docket No: A2012-5

Richard Holtman, Petitioner(s)

Postal Regulatory Commission
Office of the Chief Admin. Officer

NOV 8 2011

PARTICIPANT STATEMENT

1. Petitioner(s) are appealing the Postal Service's Final Determination concerning the Conception Jct post office. The Final Determination was posted Sept 1, 2011.
(date)

2. In accordance with applicable law, 39 U.S.C. § 404(d)(5), the Petitioner(s) request the Postal Regulatory Commission to review the Postal Service's determination on the basis of the record before the Postal Service in the making of the determination.

3. Petitioners: Please set out below the reasons why you believe the Postal Service's Final Determination should be reversed and returned to the Postal Service for further consideration. (See pages of the Instructions for an outline of the kinds of reasons the law requires us to consider.) Please be as specific as possible. Please continue on additional paper if you need more space and attach the additional page(s) to this form.

Postal Service did not observe procedure

required by law by not providing

the COMPLETE, entire official record

to customers during Final Determination

period.

We believe the Postal Service's Final Determination to close the Conception Junction Post Office should be reversed and returned to the Postal Service for further consideration for the following reasons:

1. The Postal Service has not taken into consideration how this closing will affect this community, even trying to shut it down prematurely by posting & distributing letters of a November 5 closure date on the day after the PRC had posted Docket #A2012-5 to appeal on their website. They have rushed through this entire process without taking into consideration how this rural community will be affected. In addition to a cutback in service from a post office in the community to all-rural delivery, the community will also suffer from a lack of funds for the all-volunteer fire department serving the community through the lease of the post office building. The only response to this fact from the Postal Service has been that another lessee could be found. However, the post office building was built in 1967 by the Tri-C Fire Department, solely for the purpose of housing the post office in this community. To dismiss this concern so lightly, especially during a time of slow economic growth due to the recession, shows a total lack of consideration for the effect on this rural community's fire protection. The Tri-C Fire Department has been jilted by the Postal Service!
2. The premature letter announcing the November 5 closure date informed the PO Box customers to erect mailboxes or obtain a PO Box at Conception Post Office or face the possibility of their mail being returned to sender. The rules governing the closing of a post office clearly states that "Postal Service should not require customers to erect mailboxes until after the PRC renders its opinion." For this reason alone, it should be reversed, as the Postal Service did not follow its own guidelines for closing a post office. The letters placed in the PO boxes were dated October 6, 2011, and the PRC website had posted Docket #A2012-5 on October 5, 2011.
3. The Postal Service did not provide a complete official record for customer viewing during the Final Determination posting. The official record that was at the office during the 60-day period was twice as thick as the one that was in the office during the 30-day Final Determination posting. When I looked at it, I could not find a copy of the comment form that I had filled out during the 60-day period. There were also no copies of all the questionnaires filled out by customers. There were summary pages of these comments and concerns, but the copy was so small and blurry that it could not be read. Once again, the Postal Service did not follow its own guidelines for closing a post office by not providing the complete official record for customers to view. In addition, what was provided was not legible in certain parts---the parts that pertained to customers' concerns!
4. The Postal Service will not be providing a maximum degree of effective and regular postal services to this rural area for reasons stated in the original appeal letter, but also because of another matter that has come to my attention. Currently, several customers are receiving The Maryville Daily Forum newspaper on the same day as those in Maryville receive their newspaper. However, I've been told that the

Stanberry rural routes have a one-day delay on their Maryville papers, receiving them the day after the Conception Junction rural route receives their paper. If the Conception Junction mail is re-routed to Stanberry, then that most likely will mean a one-day delay on The Maryville Daily Forum newspapers. That is not what one would consider a maximum degree of effective and regular postal service! That is a decrease in service, going from receiving a daily newspaper on the day it is published to the day after. The Postal Service has not adequately addressed this concern for those customers who subscribe to The Maryville Daily Forum. It could even cause a decrease in circulation for The Maryville Daily Forum if customers decide they do not want to subscribe to a newspaper with 'old' news, that is, a newspaper that is a day late in arriving due to the Postal Service decision to close this office.

5. The fact remains that the Postal Service is prevented from closing a small post office solely for operating at a deficit. Is it not also a fact that most post offices operate at a deficit, especially in these difficult economic times? According to the Postal Service, the workload has declined at the Conception Junction Post Office. There are news items about the decline in first-class mail, so wouldn't it follow that there would be a decline in workload at this office, and every other office around the country? Therefore, the facts in the Postal Service's final determination may be true, but they do not prove what the Postal Service says they prove because the decline in workload is across the board, not just in Conception Junction! It could possibly make a case for a cutback in hours, but not to close an office in a rural community that relies on the post office to serve its citizens in a way that is a necessity for a rural area like ours. As citizens of the United States, we are entitled to the same services as urban America.

In reviewing the official record for Conception Junction on the PRC website which was submitted on 10/20/2011, I have finally been able to view the letters that were sent to customers in response to their comments submitted during the proposal posting. There is, what I believe to be another discrepancy, which warrants this closure being overturned.

These letters were NOT part of the official record available for viewing at the post office during the final determination posting. I have also noticed that these letters were dated 10/20/2011. Those letters should have been sent by the Postal Service back in July or August and dated with that date. This is just another example of the Postal Service not following the guidelines for closing a post office. These letters are obviously NOT copies of the letters sent to the customers because they are dated incorrectly.

The Postal Service did NOT provide the COMPLETE official record for customer viewing during the Final Determination posting and did NOT provide an accurate official record to the PRC. Therefore, this closing should NOT take place for Conception Junction.

Respectfully submitted,

Richard Holtman

11-7-11



10/20/2011

MARY C. HENRY

PO BOX 226
CONCEPTION JUNCTION, MO 64434

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Conception Junction Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
- You expressed a concern about the loss of employment in the community. All management positions were frozen in anticipation of the reorganization efforts. The OIC is a non career position but the Postal Service will offer the employee a similar position if available at another office or the employee can apply for other positions within the Postal Service.

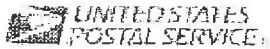
I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9686.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jacquie Leslie".

Jacquie Leslie
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City, MO, 64108-9000



10/20/2011

DONALD M. LEPLEY
616 SECOND STREET
CONCEPTION JUNCTION, MO 64434

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Conception Junction Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales. You may call the Administrative office for Express Mail time guarantees. The Rural Carrier will carry Express Mail supplies you may use. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued. The current lessor could recoup the lost of income by seeking another renter within or without the local community.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

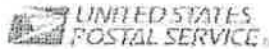
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Sincerely,

A handwritten signature in cursive script, appearing to read "Jacquie Leslie".

Jacquie Leslie
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City, MO, 64108-9000



10/20/2011

LORI STOLL

34670 300TH ST
CONCEPTION JUNCTION, MO 64434

Dear Postal Service Customer:

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In response to your letter:

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- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner. Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued. The current lessor could recoup the lost of income by seeking another renter within or without the local community.

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Jacquie Leslie
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City, MO, 64108-9000



10/20/2011

ED GIGGAR
PO BOX 102
CONCEPTION JUNCTION, MO 64434

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Conception Junction Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office.
- You expressed a concern about the collection of outgoing mail. The collection box will be retained and its mail will continue to be picked up Monday through Saturday. In addition, customers may place outgoing mail in their mailboxes to be collected and dispatched by the carrier.

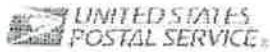
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Sincerely,

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Jacquie Leslie
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City, MO, 64108-9000



10/20/2011

RICHARD HOLTMAN

31300 MERCURY RD
CONCEPTION JUNCTION, MO 64434

Dear Postal Service Customer:

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In response to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued. The current lessor could recoup the lost of income by seeking another renter within or without the local community.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

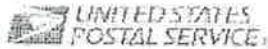
I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Kim Silance at (816) 374-9656.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jacquie Leslie".

Jacquie Leslie
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City, MO, 64108-9000



10/20/2011

RICK STRATING

PO BOX 134
CONCEPTION JUNCTION, MO 64434

Dear Postal Service Customer:

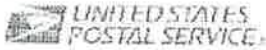
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Jacquie Leslie
Manager, Post Office Operations
300 W Pershing Rd suite 210
Kansas City, MO, 64108-9000



10/20/2011

DEBRA BLILEY

PO BOX 141
CONCEPTION JUNCTION, MO 64434

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Conception Junction Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

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- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

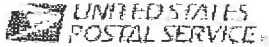
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300 W Pershing Rd suite 210
Kansas City, MO, 64108-9000



10/20/2011

JAMES A. BILEY

PO BOX 141
CONCEPTION JUNCTION, MO 64434

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In response to your letter:

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

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